Table

10A

# Processing Time of Complaints Concluded

| YEAR / TIME | 1999-2000 | 2000-01 | 2001-02 (10½ months) | 2002-03 |
|---|---|---|---|---|
| Less than 1 month | 44.7% | 56.5% | 53.7% | **59.2%** |
| 1 - 3 months | 23.2% | 20.5% | 18.3% | **15.1%** |
| 3 - 6 months | 26.6% | 20.5% | 22.6% | **24.0%** |
| 6 - 9 months | 4.3% | 1.7% | 2.1% | **0.9%** |
| 9 - 12 months | 0.9% | 0.6% | 0.9% | **0.3%** |
| More than 12 months | 0.3% | 0.2% | 2.4% | **0.5%** |
| **Total** | **3,411** | **3,476** | **3,790** | **4,370** |

# Processing Time for Investigated and Non-Investigated Complaints

Table

*10B*

| TIME \ YEAR | 1999-2000 | 2000-01 | 2001-02 (10½ months) | 2002-03 |
|---|---|---|---|---|
| **Concluded by investigation** | | | | |
| Less than 3 months | 5.2% | 6.8% | 0.3% | **0.8%** |
| 3 - 6 months | 55% | 49.7% | 50.8% | **56.5%** |
| 6 - 9 months | 25.3% | 26.1% | 13.6% | **14.5%** |
| 9 - 12 months | 8.8% | 13.7% | 8.4% | **9.7%** |
| More than 12 months | 5.7% | 3.7% | 26.9% | **18.5%** |
| **Number of complaints** | **194** | **161** | **331** | **124** |
| **Concluded without investigation** (i.e. Item E in Table 1 excludes complaints concluded by investigation) | | | | |
| Less than 1 month | 47.3% | 59.3% | 58.8% | **60.9%** |
| 1 - 3 months | 24.3% | 21.2% | 20.0% | **15.5%** |
| 3 - 6 months | 24.8% | 19.0% | 19.9% | **23.1%** |
| 6 - 9 months | 3.1% | 0.5% | 1.0% | **0.4%** |
| 9 - 12 months | 0.5% | 0.0% | 0.2% | **0.1%** |
| More than 12 months | 0.0% | 0.0% | 0.1% | **0.0%** |
| **Number of complaints** | **3,217** | **3,315** | **3,459** | **4,246** |